

Deborah.Easterling

From: Jocelyn.Boyd
Sent: Tuesday, September 10, 2013 10:47 AM
To: charles.terreni@terrenilaw.com; selliot@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn
Cc: Deborah.Easterling; Tricia.DeSanty; Daphne.Duke
Subject: FW: City of Tega Cay & Utility Inc.

From: Dave Small [mailto:dsmall@comporium.net]
Sent: Monday, September 09, 2013 7:43 AM
To: 'Michael Klaassen'
Cc: georgesheppard@comporium.net; Hipp, Dawn; Morgan, Willie; Jocelyn.Boyd; CFunderburk@tegacaysc.gov; RJDurham@uiwater.com
Subject: RE: City of Tega Cay & Utility Inc.

PS: And let's do this without another 40% rate hike.

From: Michael Klaassen [mailto:mklaassen@comporium.net]
Sent: Sunday, September 08, 2013 5:15 PM
To: mklaassen@comporium.net
Cc: georgesheppard@comporium.net; 'Hipp, Dawn'; wmorgan@regstaff.sc.gov; Jocelyn.Boyd@psc.sc.gov; CFunderburk@tegacaysc.gov; RJDurham@uiwater.com
Subject: City of Tega Cay & Utility Inc.

Back in late February 2009 Utility Inc. experienced a catastrophic failure at the sewage treatment plant on the corner of Pitcairn Drive & Neptune Landing. The concrete & steel divider between the aerator & digestion sections of the treatment plant collapsed, something that should have never happened and could have been prevented by a proper maintenance program. Utility Inc. and its contractors terrorized the area for 2 weeks 24 hrs. a day without any official communications. I exchanged several emails with then city manager Grant Duffield, below is an excerpt of the response to one of my emails from Mr. Duffield at that time (March 10, 2009).

The City certainly understands your concerns around this issue and is seeking to have a number of similar questions addressed by CWS. As you have experienced first-hand, within the duration of this emergency repair, the City has had some degree of difficulty in obtaining information from CWS concerning the nature and breadth of the situation at hand. During this time, the City has strongly conveyed its concerns about the noise and disruption this operation has caused to the residents of the City. In fact, it has only been recently that the City has received a more complete description of what has occurred over the last 10 days.

Once these repairs are completed, CWS has agreed to meet with the City to: thoroughly review what has happened; discuss the potential for similar failures within the CWS system in Tega Cay; define specific response and notification measures that the City would like to see adopted by CWS in the event of future emergency operations; and review the plan for making repairs to public and private property damaged during this operation.

Assuming that the City is able to gain the support of CWS in the area of notification and communication during emergency events, the City is investigating ways that it can be better positioned to convey information to those directly affected by such events. We are exploring methods by which the City can effectively provide advisory notifications to limited segments of the population when the need to do so arises. I am confident that this can be achieved; the question is simply how to do so.

As you can see, over 4 years ago the City and Utility Inc. were supposed to establish response and notification protocols. Both the City of Tega Cay and Utility Inc. have failed to follow through on this, as it seems there is still no formal spill response and notification protocol in place. Not sure if this is because of ineptness, negligence or both.

Much is being made of the fact that certain sections of the collection system contain 30 year old clay piping that is blamed for storm water infiltration. Properly installed clay piping has a life expectancy of 100 years or better. If this system was not installed properly, Utility Inc. should identify those sections, and create a capital improvement plan that can span anywhere from 5 to 50 years to replace these sections in order of priority. (this is better known as life cycling). However, it is clear that Utility Inc. uses a "run to fail" model to operate the water & sewer system within Tega Cay, they are not in the business of replacing the system, as Mr. Durham points out; "that is cost prohibitive", they are going to run the system into the ground, then either sell it to another operator, or dump it on the city. Utility Inc. proudly points to \$1mm in improvements made to the system in the last 2 years, yet they fail to mention that some of that work was mandated by regulators to keep the discharge water quality from the sewer plants within allowable limits. There does not seem to be a comprehensive plan to fix whatever ails the collection system, if the small Band-Aid does not work, a bigger Band-Aid is being applied. Believe me this is a very expensive and ineffective way to operate the system...

I suggest the following:

1. Utility Inc. to publish their life cycle analysis for both the water distribution system and the waste water collection system
2. Utility Inc. to publish its capital improvement plan in response to the life cycle analysis
3. A comprehensive spill response and notification plan implemented ASAP by both Utility Inc. and the City of Tega Cay.
4. City of Tega Cay to investigate taking ownership of Utility Inc.'s operations in Tega Cay
5. A town hall meeting with the CEO and Regional VP for Utility Inc. as well as city leaders to explain to us why promises made 4 years ago still have not been implemented, and why we have this continuing saga of sewage spills.

Let's all realize that this issue has a great effect on the reputation of Tega Cay and therefore the property values of our homes. I don't believe that Utility Inc. and the City leaders fully appreciate how frustrated and angry Utility Inc.'s customers truly are..

Regards,

Michael Klaassen